

ABSTRACT

Helping and Human Service Competency of Nursing Staff in Improving the Quality of Services in Borong Public Health Centre, East Manggarai, East Nusa Tenggara.

Helping and human service competency is an important competency of nursing staff in carried out their roles in the community. The aim of this study is to describe *the helping and human service* competency of nursing staff in Borong Public Health Centre that will be seen based on *interpersonal understanding* competency and *customer service orientation* competency. This study used the qualitative descriptive method as a tool of research. This study was conducted in Borong Public Health Centre, East Manggarai District, East Nusa Tenggara. The data was collected by using interviews and observations in which the informants are the Head of Borong Public Health Centre, nursing staff who served in main Public Health Centre and Sub-public Health Centre, and also the people who access the health care in Borong Public Health Centre. According to the data collection, the writer found that in Borong Public Health Centre the *helping and human service* competency to the staff has not been entirely good. In addition, it refers to the staff's *interpersonal understanding* competency which also has not been entirely good, such as the attitude of some staffs who lack empathy when the service, and also not fully help to change the bad behavior to the society. Likewise, *customer service orientation* competency which is the writer found a lack of focus of attention on the needs and satisfaction of the patient or patient's family, also the staff's initiative to assist in total. Based on this study, it can be concluded that the *helping and human service* competency of nursing staff in Borong Public Health Centre has not been entirely good, both in *interpersonal understanding* or *customer service orientation* competency, thus it needs a seriously attention on managing *helping and human service* competency of nursing staff in Borong Public Health Centre.

Keywords: *nursing* staff, Public Health Centre, helping and human service competency, interpersonal understanding competency, customer service orientation competency.